

Urban Park Rangers

The Baltimore National Heritage Area - Office of the Mayor, is now recruiting qualified individuals to serve as Urban Park Rangers.

Job Description:

- To interpret the cultural and architectural history of Baltimore on scripted tours such as Heritage Walk, Mount and Vernon Cultural Walk originating at the Inner Harbor Visitor Center and the and Pennsylvania Avenue Heritage Trail. Rangers serve as uniformed, informed, and friendly ambassadors for the City of Baltimore and the museums and cultural institutions in the Baltimore City Heritage Area.
- The National Heritage Area offers a minimum of two guided tours per day, seven days per week from May 1-October, plus additional group tours, school tours, and summer camp experiences. Rangers must commit to working two weekend shifts per month or one weekday shift of a minimum of two tours (approximately four hours) per week from May-October.

Duties:

- Lead scheduled 90 120-minute tours of walking trails in the Baltimore National Heritage Area.
- Participate actively in training programs and other opportunities in order to expand knowledge of the tours and strengthen interpretive skills.
- Assist in promoting tours when not providing tours.
- Participate in ongoing evaluation programs and data collection from tour participants.
- Respond to different groups of visitors (adults, school children, and families) by varying tour content and techniques.
- Provide high level of customer service and seamless visitor experience for all visitors.
- Rangers welcome the public; promote tours, and direct visitors to facilities, outdoor and museum exhibits and other opportunities along tour routes.
- Rangers help ensure public safety by responding calmly and professionally to emergencies.

Qualifications:

- High School diploma required. College or graduate study preferred with experience in education, history, architecture, museum studies, or a related field. Rangers must be 18 years or older.
- Excellent speaking skills; especially the ability to succinctly express themselves.
- Comfortable speaking to large groups
- Strong interpersonal skills – must be able to make each visitor feel welcome.
- Sustained intellectual curiosity in Baltimore's history and culture.
- Friendly attitude towards visitors and staff and a strong team player.
- Must be able to work independently and be dependable and flexible.
- Must be able to walk for periods up to 120 minutes to complete a 3.2-mile trail twice daily.
- Must be able and willing to work inside and outside in variable weather conditions.
- Must be able to speak at an acceptable volume for 2-3 90-minute tours a day.

Compensation: Seasonal contract position. Guides will be paid \$14 per-hour. Standard shift is 4 hours or two tours. School and group tours may extend hours and shift times. Paid training and uniform provided.

To Apply: Submit a cover letter and resume to Shauntee Daniels, Baltimore National Heritage Area – Office of the Mayor, by email at shauntee.daniels@baltimorecity.gov or by mail to 346 City Hall, 100 N. Holliday St, Baltimore, MD, 21202. Interviews will begin at the beginning of April. Scheduled training April 17th and 27th with additional training dates to follow.

Baltimore National Heritage is An Equal Opportunity Employer